

Independent Review

Patient Led Repeat Ordering of Prescriptions

January 2018

Report on Patient Led Repeat Ordering. 22nd January 2018

Background

The patient led repeat ordering project was piloted by NHS Wirral CCG in 8 Wirral GP practices for 5 months from Nov 2016 to March 2017.

The aim of the project was to reduce waste, medication stockpiling and the risks associated with unwanted medication.

The new policy has changed the way patients order their repeat prescription medication. Patients request their medication direct from the GP e.g. in person or online rather than using the Pharmacy to manage their order. However, the pharmacy can still collect the prescription and deliver the medication. The only change is how the patient orders.

The full evaluation is available on the CCG's website at:-
<https://www.wirralccg.nhs.uk/media/3793/final-patient-led-repeat-ordering-pilot-evaluation-oct-2017v3final.pdf>.

Following the pilot, NHS Wirral CCG fully implemented the approach across all GP practices

Following the pilot from April 2017 the scheme was rolled out across all GP practices. Results show that the change in process has reduced the number of items prescribed.

Purpose

The purpose of this report is to provide independent feedback to NHS Wirral CCG and stakeholders following full implementation, about experiences and views of patients who have used the new system of ordering.

Methodology

Nominated Healthwatch staff and volunteers visited 5 GP Practices to gather patient feedback.

The rationale for selecting the five practices was to have at least one practice in each of the four wards and also, following a review of the CCG patient complaints selecting the practices with the most patient complaints to ensure improvements could be made.

Healthwatch representatives were made very welcome at each of the 5 practices.

The participating GP Practices were,

Name of Practice	Date Pilot commenced
Marine Lake GP Practice, West Kirby	September 2017
Central Park GP Practice, Wallasey	July 2017
Liscard GP Practice, Wallasey	September 2017
St Catherines GP Practice, Birkenhead	October 2017
The Orchard GP Practice, Bromborough	November 2016

Healthwatch representatives introduced themselves at Reception and advised practice staff of the purpose their visit. They had a presence in the waiting areas of each GP Practice. When Healthwatch representatives approached patients they found that they were willing to talk and share their experiences.

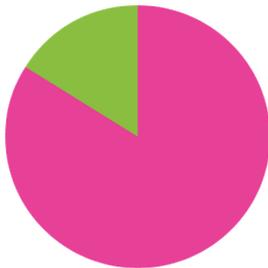
Healthwatch spoke with 79 patients across the 5 sites during December 2017 and January 2018. This number includes capturing experiences from 2 patients from Somerville and Riverside GP Practices respectively who were attending a specialist clinic at one of the participating practices.

Healthwatch Wirral representatives were able to spend quality time with patients allowing them time to discuss their experience and journey.

A survey comprising of 11 questions was used to encourage discussion and maximise the opportunity for feedback.
(See Appendix 1)

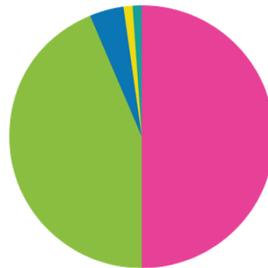
Patients were informed that no personal data would be collected and that the information they provided would be shared with the NHS Wirral CCG and Practices anonymously.

Findings (79 responses gathered): See Appendix 2



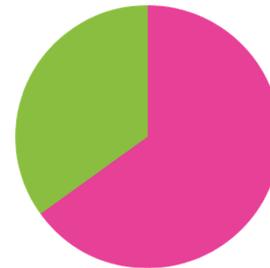
Are you aware of the recent changes in this area to the repeat prescription ordering systems?

Yes: 66
No: 13



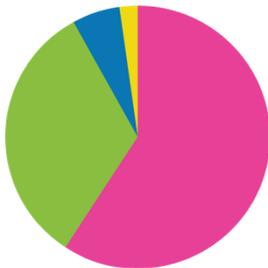
Do you agree with recent changes?

No: 39
Yes: 34
Don't Know: 4
No Opinion: 1
N/A: 1



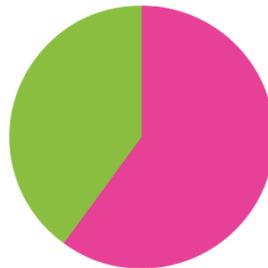
Have these changes affected you?

Yes: 51
No: 28



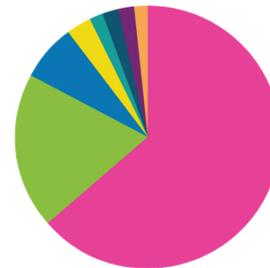
Following these changes which method do you use to request repeat medication from the GP practice?

In person: 31
Online: 17
On your mobile phone: 3
Post: 1
Fax: 0
Email: 0
Other: 0



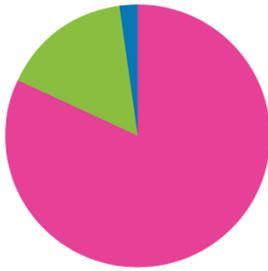
Have you experienced any problems with obtaining your medication since the changes?

Yes: 21
No: 31



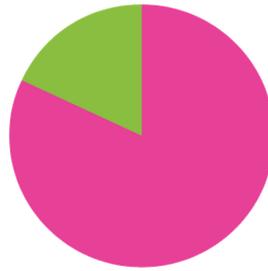
Do you believe the new system is better or worse?

Worse: 34
Better: 10
Don't Know: 4
Neither: 2
Different: 1
N/A: 1
No Opinion: 1
Same: 1



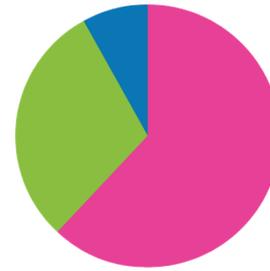
Do you think patients should take more responsibility for managing the ordering of their medication?

Yes: 65
No: 13
Don't Know: 1



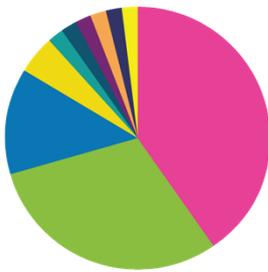
In the last 12 months, how many times have you received medicines that were not needed?

Never: 65
1-5: 14
5-10: 0
More than 10: 0



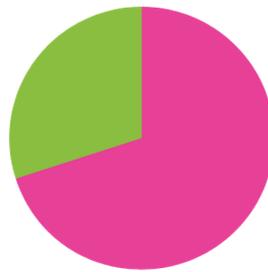
Do you think by making these changes waste will be reduced?

Yes: 49
No: 24
Don't Know: 6



Do you believe the suggested changes to the ordering of repeat prescriptions will have a positive or negative impact on patient care?

Positive: 26
Negative: 34
Don't Know: 11
No Opinion: 2
Both: 1
N/A: 1
Neither: 1
Neutral: 1
No Difference: 1
Not Sure: 1



Do you believe the changes have been communicated effectively?

Yes: 24
No: 55

Most of the patients surveyed were aware of the changes but many were disappointed that they had heard from the Pharmacy or 'by chance' rather than from the practice that they were registered with.

Approximately half of those surveyed agreed with the changes or had no opinion due to not having the opportunity to use the new system yet.

Some patients, who reported that the changes had effected them, were concerned about having to attend the practice twice in person to order and then return to collect their medication. This was not as convenient, particularly if they were elderly, disabled or lived a distance from the practice.

Many felt that they were not confident about using the on-line service, or did not have access to a computer, which resulted in them having to attend in person.

A number of patients reported that they had had problems registering and using the on line service.

However, a number of patients reported that the online system was more convenient for them to use now.

One person was delighted that her son could now manage her prescription order on her behalf using the online system.

Another stated that now they are using the new system they can order only the items they required on line. This can be done at any time convenient to them, evenings, weekends etc. Their intention now was to use up a stockpile of medicines they had acquired due to using the previous method of ordering through the Pharmacy.

A small number of patients were concerned that some of their medication items run out at different times, or they are only prescribed one month's supply. They were concerned that this may result in having to attend the practice more frequently to order their medication.

Patients who believed that the new system was more efficient told Healthwatch that they could take control of their order. They understood that it should prevent stockpiling as some Pharmacies over order on occasions.

One person reported that when they attended the Pharmacy to collect

medication it would often not be ready and it would be ordered twice resulting in be double amounts being prescribed on collection.

Healthwatch Wirral Recommendations from comments received from patients (See appendix 2)

- Assurances need to be gained from GP Practices that they are appropriately informing patients of the changes or that patients are being informed by the Pharmacy.
- Housebound patients should be made explicitly aware of the exemptions by their GP.
- Issues associated with patients accessing the on line service should be addressed.
- GP's who only prescribe 1 month supply of medication could consider prescribing 2 months as this may result in a reduction of their workload.
- Adjust patients prescription items, where possible, to ensure that all items run out at the same time thus reducing multiple visits by the patient to the Practice to requests repeat medication.
- Practices to continue to inform patients that they do not necessarily need to collect their medication from the practice if the pharmacy that they use are willing to collect and deliver medication for patients.
- Continue completing medication reviews to address any issues and to compliment the scheme.
- Continue and improve public engagement as it was evident that some patients were not aware of the new patient led prescription ordering system.
- Encourage patients or their carers to monitor their medication to enable them to be more efficient when requesting a further supply.
- Consider allowing patients who cannot use the suggested methods of ordering, and may have difficulty in attending the practice, to phone the practice to order medication.

Appendix

1.



Patient Led Rpt
Ordering Questionr

2. Comments received from patients about why they thought the new system was better or worse



Comments from
patients

3. Patient Stories



Patient Story



Patient Story

Acknowledgements

Healthwatch Wirral would like to take this opportunity to thank:-

- the staff at the 5 sites for their cooperation and help.
- the patients for taking the time to talk and feedback their experience.
- Healthwatch staff and volunteers who conducted the surveys at each practice.